Quality Assurance Office

Department of Academic Support
and Quality Assurance

US Army Medical Department Center and School
Fort Sam Houston, Texas

Department

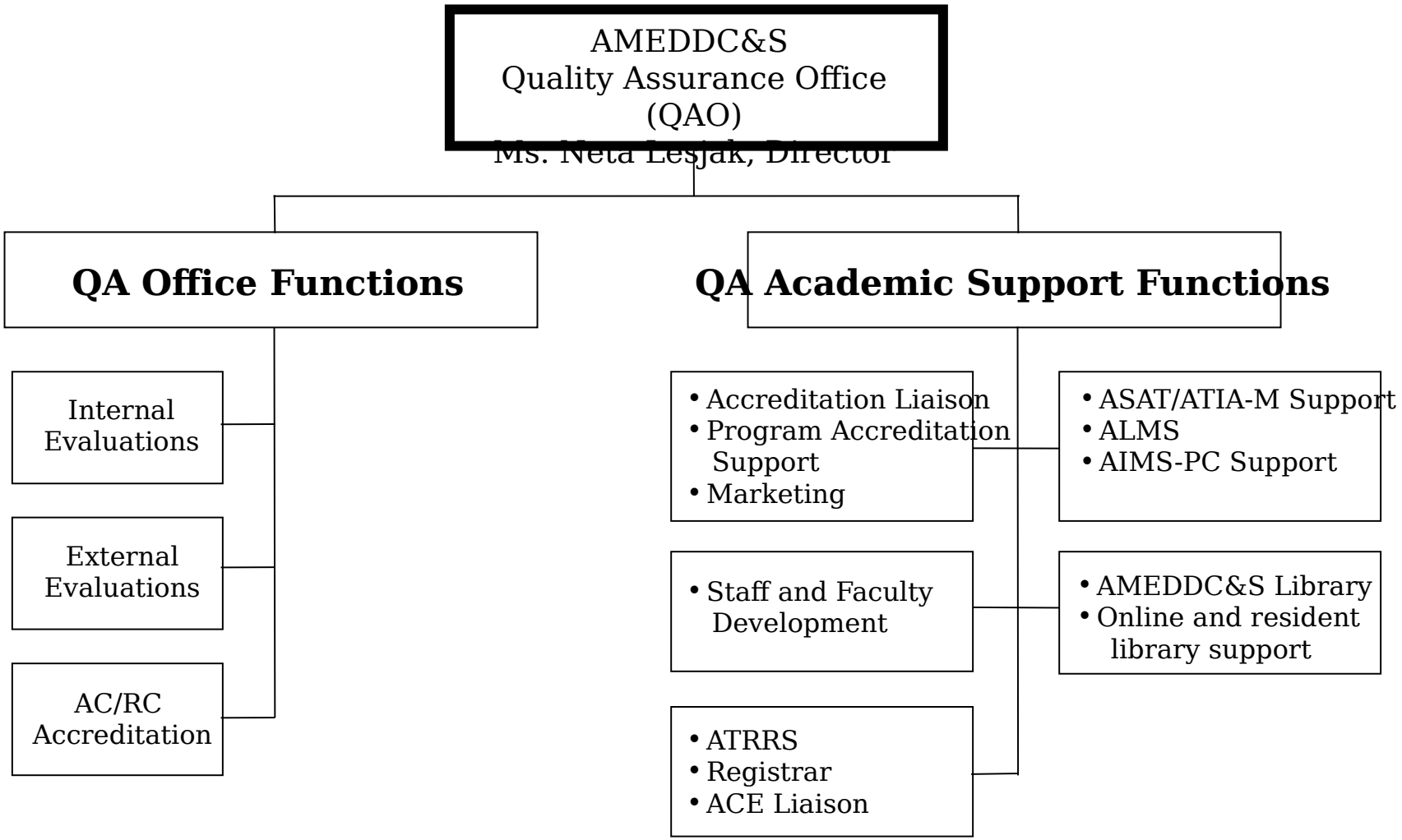
Purpose

To provide information on the AMEDDC&S Quality Assurance Program in accordance with TRADOC and DA guidelines.

Agenda

- Organization
- Quality Assurance Program Goal
- Accreditations/Certifications at AMEDDC&S
- Value Added
- Program Focus
- Accreditation Bars of Excellence

Quality Assurance Office Organization



QA Program Goals

- Ensure that AMEDDC&S accredited as School of Excellence
- Assess to ensure –
  - Education/training is efficient/effective and properly sequenced using live, constructive, and virtual learning
  - Individual and collective training/education meet field needs
  - Training institutions and programs provide quality doctrine, training/education, infrastructure, instructors, and graduates
  - Units, soldiers, and leaders perform mission tasks to standard
  - High quality training and training support
- Provide assessment and feedback to AMEDD and TRADOC leaders
- Implement management and development process efficiencies

Accreditations/Certifications at AMEDDC&S

- The AMEDDC&S is accredited by the Council on Occupational Education and by the US Army Training and Doctrine Command.
- All courses are reviewed by the American Council on Education for recommended college credit.
- AMEDDC&S Accredited Courses (AOC, MOS, & ASI):
  - Clinical Pastoral Education
  - US Army-Baylor University Doctoral Program in Physical Therapy
  - Interservice Military Physician Assistance Program
  - US Army Graduate Program in Anesthesia Nursing
  - US Army-Baylor University Graduate Program in Healthcare Administration
  - Clinical Laboratory Officer
  - Operating Room Specialist
  - Optical Laboratory Specialist
  - Medical Laboratory Specialist
  - Radiology Specialist
  - Pharmacy Specialist
  - Veterinary Food Inspection Specialist
  - Animal Care Specialist
  - Respiratory Specialist
  - Health Care Specialist
  - Cytology Specialty
  - US Army Practical Nurse
  - Dental Hygienist
  - Occupational Therapy Specialty
  - Dental Laboratory Specialty
  - Ear, Nose, and Throat Specialist
  - Eye Specialty
  - Cardiovascular Specialty

Value Added of New QA Program

- Bring back measurable standard to ensure Army/Medical readiness and proficiency and ensure quality:
  - Training
  - Training Support
  - Integration doctrine/lessons learned into training
  - Instructor and staff training
- Serve as eyes and ears of school Commander/Commandant

Value Added of New QA Program
(cont'd)

- Assess relevance of training that determines if contemporary operational environment (COE) is incorporated
- Emphasis on relevant realistic training that incorporates Lessons Learned and Warrior Tasks
- Identify and resolve infrastructure and support issues
- Formal process to identify deficiencies, make recommendations for improvement, and track issues

WEB SITES

- Credential Opportunities On-Line (COOL)
  - https://www.cool.army.mil
- Army/American Council on Education Registry Transcript System (AARTS)
  - http://aarts.army.mil
- American Council on Education
  - http://www.acenet.edu

Program Focus

- **Internal Evaluation**
  - Formal self-assessment IAW TRADOC standards leading to accreditation of
    - Initial Military Training (all MOSs)
    - Leadership Training

      BOLC, CCC, BNCOC and ANCOC
  - Student feedback
  - Attrition and special focus studies
  - QA policy and regulation
  - Classroom/FTX observation
  - Manage Quality Training Document Repository
  - Review and recommend approval of training documents

Program Focus (cont'd)

- **External Evaluation**
  - Survey supervisors and graduates to obtain information on effectiveness, quality, and relevance of AMEDDC&S training and training products
  - Solicit field feedback via incoming students, web-link, interviews, conferences and surveys
- **Accredit Training at The Army School System (TASS) Health Services Training Battalions**
  - Conduct assistance visits to 7 regions
  - Assess conduct of training, training support, proponent instructor certification and quality of program
  - Recommend accreditation to the Commander, AMEDDC&S, and Commander, TRADOC

Positive Trends

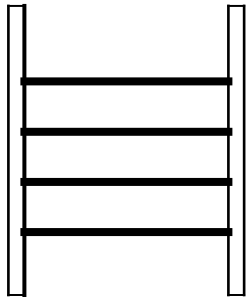
- Excellent Institutional Self-Evaluations (ISE) were conducted in all 7 Regions
- Instructor deployed to DCMT in support of 91W at DCMT, AMEDDC&S – received positive feedback, very professional and knowledgeable
- Records are complete, including 1059s, instructor records, student records and dismissal records
- Excellent SOPs and test control operations

Need to Improve

- Low student enrollment due to deployments; students deployed prior to completion of courses
- Development Counseling (4856-E, Jun 99) needs to be utilized to its full potential for academic development, improvement continues
- Billeting for NCOES -Higher Headquarters Issues (HHI)

Accreditation: Proposed Bars of Excellence

Concept for Reclass, PME, & IMT Accreditation:



Allows for raising the bar!

Level IV: Training Institution of Excellence

Level III: Full Accreditation

Level II: Conditional Accreditation – requires report

Level I: Provisional Accreditation – requires revisit

Quality is our name,
Excellence is our aim.

QUESTIONS?